



**WELCOME TO THE**

**A****ARMY**

**B****BENEFIT**

**C****CENTER - C****CIVILIAN**

**BRIEFING**



# **ARMY BENEFITS CENTER - CIVILIAN**

**“IT’S AS EASY AS ABC!”**



**REMINDER:**

**THE ONLY  
THING**

**CONSTANT**

**IS CHANGE**



# OUR VISION

**PROVIDE RESPONSIVE QUALITY  
SERVICE THAT ENABLES ALL  
APPROPRIATED FUND  
EMPLOYEES  
SERVICED BY ARMY TO MANAGE  
THEIR BENEFITS AND  
ENTITLEMENTS  
PORTFOLIOS.**

★ **Timely**

▢ **Accurate**

▢ **Efficient**

▢ **Beneficial**

▢ **Automated**

▢ **Consistent**

▢ **Modern**



# CONCEPT OF OPERATIONS

- ✓ **Integrated technologies**
- ✓ **Reengineered self-help system**
- ✓ **Primarily paperless operation**



## **WHY IS ABC-C GOOD FOR YOU AS AN EMPLOYEE ?**

- ✓ **Easy access**
- ✓ **Personal control of your benefits**
- ✓ **120 incoming lines**
- ✓ **Access to benefits counselors  
when needed**

**[www.abc.army.mil](http://www.abc.army.mil)  
1-877-ARMY-CTR or 1-877-ARMY-  
TDD**



# HEALTH BENEFITS, LIFE INSURANCE, THRIFT SAVINGS PLAN

## Today

- ✓ Visit/call the CPAC, talk to personnelist
- ✓ Complete a form
- ✓ Depend on CPAC/CPOC to process the form
- ✓ Verify the action on your Leave/Earning Statement (LES) or your copy of the

## Tomorrow

- ✓ Visit the web site or call the ABC-C toll-free number
- ✓ Both systems available 21 hours a day
- ✓ Access using SSN & PIN (PIN is your 4 digit DOD MMY, e.g. 1045, then immediately change to 6 digit PIN of your choice)



# HEALTH BENEFITS, LIFE INSURANCE, THRIFT SAVINGS PLAN Tomorrow

- ✓ Select menu item
- ✓ Speak with a benefits counselor, if needed (Available 6 a.m. to 8 p.m, M-F, when fully deployed)
- ✓ Verify the action on your LES
- ✓ Effect the transaction which then automatically flows thru the personnel system overnight and then automatically flows to the payroll system without human intervention





# THRIFT SAVINGS PLAN

ABC-C

TSP THRIFT

- ✓ [www.abc.army.mil](http://www.abc.army.mil)
- ✓ 1-877-ARMY-CTR
- ✓ 1-877-ARMY-TDD
- ✓ ABC-C PIN
  - ✓ Personally selected number
- ✓ Future Contributions
- ✓ Bi-weekly Payroll contributions
  - ✓ Open Season Changes
  - ✓ Cancellations
- ✓ 1-504-255-8777
- ✓ TSP Assigned PIN
  - ✓ Personally selected number
- ✓ Existing Account(s)
- ✓ Interfund Transfers
- ✓ Account Balances



# **BENEFICIARY FORMS**

## **TODAY AND TOMORROW**

- ✓ Obtain & complete form(s)
- ✓ Submit TSP to NFC
- ✓ Submit CSRS to OPM
- ✓ Submit FEGLI/FERS or Unpaid Compensation to CPAC
- ✓ Retain Employee Copy



# RETIREMENT PLANNING SERVICE

Today

Tomorrow

- ✓ Visit/Call the CPAC ✓ Visit [www.abc.army](http://www.abc.army).
- & OR
- ✓ speak to counselor ✓ Call ABC-C toll-free number

✓ Request Estimate

✓ Receive Estimate

sometime later

✓ Select Retirement  
Estimate Menu

✓ Precalculated

✓ Real Time or  
“What If”

✓ Speak with Benefits  
Counselor



# RETIREMENT COUNSELING & PROCESSING

## Today

- ✓ Contact CPAC for counseling
- ✓ Notify supervisor of intent to retire
- ✓ Notify personnel of intent to retire at least 90 days prior to retirement date
- ✓ Face-to-face retirement counseling session-

## SERVICES Tomorrow

- ✓ Contact ABC-C
- ✓ Notify supervisor of intent to retire
- ✓ Notify ABC-C of intent to retire
  - ✓ 90 days prior
  - ✓ Phone-to-phone counseling session
- ✓ Submit retirement package

✓ Initial PERCAGT



# EMPLOYEE RESPONSIBILITIES

## ✓ EDUCATE YOURSELF !!!

- ✓ Read available literature
- ✓ Review the information located at [www.cpol.army.mil](http://www.cpol.army.mil) & [www.ABC-C.army.mil](http://www.ABC-C.army.mil)

## ✓ Listen Carefully to the ABC-C automated system

- ✓ Scripting will guide you through the system
- ✓ Press 9 to return to the previous menu
- ✓ Press 0 to access a benefits counselor
- ✓ Study shows 80% of the calls can be handled by the automated system w/o counselor intervention



# SYSTEMS

## SUMMARY

### ✓ **Automated System**

- ✓ **General & Personal Information Available**
- ✓ **Automated FEHB/TSP/FEGLI Open Season Actions**
- ✓ **FEHB/TSP/FEGLI Cancellations**
- ✓ **Life Event Changes to FEHB & FEGLI**
- ✓ **Retirement Estimates**
- ✓ **New Employees Elect Benefits**
- ✓ **Benefit News**
- ✓ **FAXBACK Documents**

### ✓ **As-Is Servicing**

- ✓ **Survivorship**
- ✓ **Retirement Processing**



# IT'S A GREAT THING!!!

- ✓ **Systems Security is a High Priority**
- ✓ **Increase in Accuracy and Timeliness**
- ✓ **Employees Control Their Own Benefits & Entitlements**
- ✓ **Surveys and customer feedback will be CRITICAL!!!**

## WE'LL LISTEN!



## SUMMARY:

- ★ It is as easy as ABC.
- ★ It is convenient.
- ▢ It is reliable.
- ▢ It is fast.
- ▢ Help is but a phone call away.





**IT'S AS EASY AS**

**....**

**A B C !**

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or 1-877-ARMY-TDD**

**or Visit [www.abc.army.mil](http://www.abc.army.mil)**